



State of California  
Department of Resources Recycling & Recovery (CalRecycle)  
CalRecycle 109A (Rev. 7/14)

# Proposed

DUTY STATEMENT	
<b>Classification:</b> Information Technology Associate	<b>Position Number:</b> 835-188-1401-003
<b>Division/Office/Section:</b> AFITS / IT Services / Client Services & Operations / Help Center	
<b>Location:</b> Sacramento	<b>Effective Date:</b> 3/1/2020
<b>Employee's Name:</b>	<b>Supervision Exercised:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Supervisor's Name:</b> Matthew Hoang	
<b>Collective Bargaining Identifier (CBID):</b> R01	

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to department policies and procedures regarding attendance, leave, and conduct.

**Due to the confidential nature of Information Technology (IT) work, the employee is expected to have a high level of confidentiality. No information is allowed to be shared outside of IT without approval from IT management.**

## POSITION DESCRIPTION

Under the general supervision of the IT Supervisor I who supervises the Help Center, the incumbent will primarily provide Help Center support within the Client Services and Operations Unit. The incumbent will facilitate customer (internal or external) incidents and requests for hardware, software, and other related IT issues by providing courteous, professional, and responsive customer service.

The incumbent will provide first and some second level support to internal and external Division of Recycling Integrated Information System (DORIIS) customers. The incumbent will facilitate customer requests for account creation, query creation, data extraction from business view tables, shipping report updates, password resets, and account issues. The incumbent will assist in activities related to the support of the Accounting Section including monitoring and ensuring the proper functioning of DORIIS-to-Accounting data interfaces.

The incumbent will also assist staff in Client Services and Operations with procurements, hardware and asset management, telecommunication support, and audio-visual support.

Duties of this position fall primarily under the Business Technology Management and Client Services domains.

## ESSENTIAL FUNCTIONS

- 30% Help Center Support:** Facilitate customer (internal or external) incidents and requests for hardware, software, and other related IT issues. Provide courteous, professional, and responsive customer service. Provide support services via phone/email/ticket/walk-up requests to ensure customer service expectations are met. Follow IT Help Desk procedures and develop and maintain and/or assist with the development, implementation, and maintenance of various IT Help Desk policy/procedure/training documentation. Analyze current and new procedures to verify consistency and standardization and recommends change when appropriate. Responsible for troubleshooting, maintenance and repair of computer hardware components and peripherals. Configuring computer systems for new users and set up computer system at user's work area.
- 25% DORIIS Support:** Provide courteous, professional, and responsive customer service. Facilitate customer (internal or external) requests for account creation, query creation, data extraction from business view tables, shipping report updates, password resets, and account issues. Troubleshoot local configuration issues related to use of multiple internet browsers, Java, firewall rules, and other software involved with accessing DORIIS. Escalate issues to the proper DORIIS Support Section staff as necessary. Internal/External User Account Management consisting of: Create user accounts including assigning responsibilities, adding to portal groups, adding case functionality, etc., Modify user accounts, Deactivate user accounts. Participate in user acceptance testing during patch releases within the approved change window.

- 10% Hardware/Asset Management Support:** Image desktops and laptops for remote-centered or office-centered employees. Ensure that all required paperwork has been received and approved by management. Coordinate with Asset Administrator and Infrastructure team to ensure that they are in the correct Active Directory (AD) groups and local groups on their desktops. Coordinate with the customer on deploying the machine and update inventory. Perform yearly asset inventory procedures.
- 10% Procurement Support:** Perform receiving tasks for IT goods and services in FI\$Cal. Research and analyze IT software requests and act as the liaison as the software moves throughout the approval lifecycle.
- 10% Telecommunications Support:** Monitor and track all state-issued cell phones, hotspots, and tablets. Administer the telephone, internet, and cable accounts for CalRecycle and process all monthly telecommunication invoices. Monitor and track the monthly telecommunication invoices and reconcile the charges with the IT Budget Associate.
- 10% Audio Visual Support:** Assist with setup of live and virtual meetings using various types of web conferencing or virtual meeting software. Assist the AV Services team with the directing of on-site meetings.

#### **MARGINAL FUNCTIONS**

- 5% Other Duties:** Participates on information technology customer service projects including, but not limited to system software and hardware upgrades, component or peripheral upgrades/replacements and large-scale relocations. Assure that knowledge, skills, and technical competencies are kept up to date through training, research, and self-study. Stay current on emerging technology issues and ensure client satisfaction. Actively participate as a team member in staff meetings, attends training, provides work status reports, handles special projects, and other duties as assigned.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation:		Date:
Employee Signature:		
I certify that the above accurately represent the duties of the position:		Date:
Supervisor Signature:		
<b>PERSONNEL USE ONLY: This personnel transaction has been reviewed and approved by:</b>		
C&P Analyst:	Date Approved:	

**SPECIAL REQUIREMENTS OF POSITION (IF ANY):**

- ☐ Designated under Conflict of Interest Code. Disclosure category 8
- ☐ Duties performed may require annual physical.
- ☐ Duties require participation in the DMV Pull Notice Program (drives on state business 6 or more time per month).
- ☐ Requires the utilization of a self-contained breathing apparatus.\*
- ☐ Operates heavy motorized vehicles.\*
- ☐ Requires repetitive movement of heavy objects.\*
- ☐ Performs other duties requiring high physical demand.\* (Explain below)

\*May require a pre-employment medical examination.

**ESSENTIAL FUNCTIONS OF POSITION:**

- ☒ **VISION** – You must have sufficient vision to perform the following duties: Work on a computer screen, review printed items, view material on large screens at meetings.
- ☒ **HEARING** – Your hearing must be sufficiently acute to perform following duties: Communicate with customers, peers, and management.
- ☒ **SPEECH** – You must have sufficient ability to speak to perform following duties: Communicate with customers, peers, and management.
- ☐ **CARDIAC/CIRCULATORY SYSTEM** – Your cardiac/circulatory system must be in sufficient condition to perform the following duties:
- ☐ **RESPIRATORY SYSTEM** - Your respiratory system must be in sufficient condition to perform these duties:
- ☒ **ORTHOPEDIC** – You must have the ability to use the following selected body parts – a. neck, b. shoulder, c. arm, d. elbow, e. wrist, f. hand, g. finger, h. spine, i. back, j. hip, k. leg, l. knee, m. ankle, n. foot, o. toe, to perform the following duties: use computer (a, b, c, d, e, f, g); attend meetings (h, i, j, k, l, m, n); and, use of appropriate body parts to perform other duties of this position
- ☒ **MANUAL DEXTERITY** – You must be able to perform the following duties involving manual dexterity: Use a keyboard and mouse and/or write notes with pen and paper, make cable connections, manipulate small computer parts, etc.
- ☒ **BENDING, STOOPING, KNEELING** – You must be able to bend at the knee or waist, stoop, and kneel to perform the following duties: Move and install computer equipment.
- ☒ **SITTING OR STANDING** – You must be able to sit or stand for extended periods of time to perform the following duties: Attend meetings, sit and/or stand at desk while working.
- ☒ **LIFTING** – You must be able to lift up to 30 pounds to perform the following duties: Move and install computer equipment.
- ☒ **CONCENTRATION** – You must be able to continuously concentrate to perform the following duties: Focus on problem solving and troubleshooting; technical writing; listening to customers, peers, and management; online learning, etc.
- ☐ **EQUILIBRIUM/BALANCE** – You must be able to perform the following duties in such a manner that you do not jeopardize the safety of others:
- ☐ **LOSS OF AWARENESS OR CONSCIOUSNESS** - You must be able to perform the following duties in such a manner that you do not jeopardize the safety of others:
- ☐ **CONTAGIOUS OR COMMUNICABLE DISEASE** - You must be able to perform the following duties in such a manner that you do not jeopardize the safety of others:
- ☐ **DRIVING OR OPERATING DANGEROUS EQUIPMENT** – You must be able to drive or operate dangerous equipment to perform the following duties:
- ☐ **Do you have any other physical or mental condition or limitation not listed above that prevent you from performing the essential functions of this position as described in this job description?**

**EMPLOYEE CERTIFICATION**

- ☐ Yes. I am able to perform all of the above listed essential functions of the position and have no physical or mental condition or limitation that prevent or otherwise impair me from doing so.
- ☐ Yes, I am able to perform all of the above-listed essential functions of the position but will require reasonable accommodation in order to do so.
- ☐ No, I am unable to perform one or more of the above-listed essential functions of the position, even with reasonable accommodation.
- ☐ I am not sure if I am able to perform on or more of the above-listed essential functions of the job.

Signature \_\_\_\_\_

Date \_\_\_\_\_